

Amendments to the Claims

Please cancel claims 1-16 and 19-46 , without conceding the associated rejections and without prejudice to the filing of one or more related applications containing the claimed subject matter.

Please add new claims 47-55.

1-46. (Cancelled)

47. (New) An method, implemented on a computer network, for facilitating the manual input of information into a plurality of electronic documents selected from a discrete set of electronic templates, for the purpose of streamlining the resolution of a financial dispute relating to a transaction card transaction, the method comprising the steps of:

performing a purchase transaction between a cardmember and a merchant using a transaction card issued to said cardmember by an Issuer;

thereafter providing notice by said cardmember to said Issuer that said cardmember disputes said purchase transaction;

said Issuer initiating, in response to said notice from said cardmember, a predetermined resolution protocol, wherein the purpose of said protocol is to resolve an ensuing dispute between said Issuer and an Acquirer with respect to a backend processing transaction associated with said purchase transaction, and further wherein said backend transaction involves said Acquirer collecting money from said cardmember and coordinating payment to said merchant for said purchase transaction in accordance with a preexisting backend processing agreement between said Issuer and said Acquirer; wherein

said resolution protocol comprises the steps of:

selecting, by said Issuer, from a discrete, predetermined set of electronic dispute resolution templates, a first template;

manually inputting into said first template, by said Issuer, information relating to said disputed purchase transaction to thereby generate from said first template a first issuer form; electronically transmitting said first issuer form from said Issuer to said Acquirer; successively selecting additional ones of said templates, by said Issuer and said Acquirer, respectively, to thereby generate additional Issuer and Acquirer forms ; and electronically exchanging said additional issuer and acquirer forms in accordance with said resolution protocol; and resolving said backend transaction dispute between said Issuer and said Acquirer using said Issuer forms and said Acquirer form; and in accordance with said resolution protocol.

48. (New) The method of claim 47, further comprising the steps of : retrieving at least one stored file; and attaching said file to said one of at least one of said Issuer forms and Acquirer forms.

49. (New) The method of claim 47 wherein said Issuer forms comprises at least one of Retrieval Request, a First Chargeback and a Final Chargeback; and said Acquirer forms comprises at least one of a Fulfillment and a Second Presentment.

50. (New) The method of claim 47 further comprising:
selecting, by said Acquirer, a second template from said predetermined set, and manually inputting into said second template information responsive to said first issuer form to thereby generate a first acquirer form; and, electronically transmitting said first acquirer form from said Acquirer to said Issuer.

51. (New) A method executed in a network computer system for facilitating communication between an Issuer and an Acquirer in the context of resolving a post-

transactional dispute, wherein the dispute is between the Issuer and the Acquirer and the dispute is related to an executed credit transaction between a cardmember and a merchant, the executed credit transaction involving a cardmember's transaction card, the network computer system having a server and at least one access terminal, the method comprising the steps of:

- accepting at said server a User ID and password from said Issuer at a first access terminal;
- retrieving from said server a pre-defined set of Issuer dispute handling forms having pre-defined content which coincide with said User ID;
- displaying said pre-defined set of Issuer forms at said first access terminal;
- selecting, by said Issuer, one of said pre-defined set of Issuer forms at said first access terminal;
- receiving input entered on said selected one of said Issuer forms at said first access terminal;
- transmitting within said network said one of said Issuer forms to said Acquirer in dispute with said Issuer;
- notifying said Acquirer at a second access terminal of said one of said Issuer forms;
- accepting at said server a User ID and password from said Acquirer at said second access terminal;
- retrieving from said server a set of Acquirer dispute handling forms having pre-defined content which coincide with said Acquirer User ID;
- displaying said set of Acquirer forms at said second access terminal;
- selecting, by said Acquirer, one of said Acquirer forms at said second access terminal;
- receiving input entered on said selected one of said Acquirer forms at said second access terminal;
- transmitting within said network said one of said Acquirer forms to said Issuer; and,
- notifying said Issuer at said first access terminal of said one of said Acquirer forms.

52. (New) The method of claim 51, further comprising the steps of :
retrieving at least one stored file from said server; and
attaching said file to said one of at least said Issuer forms and Acquirer forms.

53. (New) The method of claim 51, further comprising the steps of :
receiving at said second access terminal at least one scanned document in
computer readable format;
storing said scanned document on said server; and
attaching said scanned document to one of said forms.

54. (New) The method of claim 51, further comprising the steps of:
accepting at said server a User ID and password from a third-party user at a third
access terminal;
retrieving from said server a set of reports which coincide with said third-party
User ID;
displaying said set of reports at said third access terminal; and
receiving instructions from said third party user to transfer monetary liability to at
least one of said Issuer from said Acquirer and said Acquirer from said
Issuer.

55. (New) The method of claim 51 wherein said accepting at said server steps
comprise matching said User ID and password with information stored in a database
accessible to said server.